

CLAIMS

1. A method coping a change in hardware  
comprising:

5       accessing a product of a user through a network  
and acquiring information on the product of the user;  
      acquiring information on a part to be changed; and  
      generating information on a product that requires  
change of a part, from the information on the product  
of the user and the information on the part to be  
10       changed.

2. The method according to claim 1, further  
comprising:

      notifying the information on the product that  
requires change of the part to an equipment owned by a  
15       person in charge of service.

3. The method according to claim 1, further  
comprising:

      calculating a number of parts to be changed based  
on the information on the product that requires change  
20       of the part.

4. The method according to claim 3, further  
comprising:

      generating order data on the part to be changed  
from the calculated number of parts to be changed.

25       5. The method according to claim 4, further  
comprising:

      transmitting the order data to a service parts

system.

6. The method according to claim 2, wherein the acquired information on the part to be changed includes solution information, and the solution information is notified to the equipment owned by the person in charge of service along with the information on the product that requires change of the part.

7. The method according to claim 1, wherein the information on the product of the user includes a product manufacture number.

8. The method according to claim 1, wherein the information on the product of the user includes information on an option configuration.

9. The method according to claim 1, wherein the information on the product of the user includes information on a network configuration.

10. The method according to claim 1, wherein the information on the product of the user includes usage condition information.

11. The method according to claim 1, wherein the information on the product of the user includes software information.

12. A system coping a change in hardware comprising:

a product information acquiring section which accesses a product of a user through a network and acquires information on the product of the user;

a change information acquiring section which  
acquires information on a part to be changed; and

an information generating section which generates  
information on a product that requires change of a part  
5 from the information on the product of the user and the  
information on the part to be changed.

13. The system according to claim 12, further  
comprising:

a notifying section which notifies the information  
10 on the product that requires change of the part to an  
equipment owned by a person in charge of service.

14. The system according to claim 12, further  
comprising:

a calculating section which calculates a number of  
15 parts to be changed based on the information on the  
product that requires change of the part.

15. The system according to claim 14, further  
comprising:

an order data generating section which generates  
20 order data on the part to be changed from the  
calculated number of parts to be changed.

16. The system according to claim 15, further  
comprising:

a transmitting section which transmits the  
25 generated order data to a service parts system.

17. The system according to claim 13, wherein the  
acquired information on the part to be changed includes



generating information on a product that requires change of a part from the information on the product of the user and the information on the part to be changed.

23. The computer program product according to  
5 claim 22, wherein said computer-readable program code means further comprising:

computer readable program code means for notifying the information on the product that requires change of the part to an equipment owned by a person in charge of  
10 service.

24. The computer program product according to claim 22, wherein said computer-readable program code means further comprising:

computer readable program code means for  
15 calculating a number of parts to be changed based on the information on the product that requires change of the part.

25. The computer program product according to claim 24, wherein said computer-readable program code  
20 means further comprising:

computer readable program code means for generating order data on the part to be changed from the calculated number of parts to be changed.

26. The computer program product according to  
25 claim 25, wherein said computer-readable program code means further comprising:

computer readable program code means for

